

# 2024-2027 STRATEGIC PLAN

## Our Plan to Support Ageing in the Right Place



### Vision

Older adults live best at home and in their communities.

### Mission

CHATS advocates for and delivers high-quality, person-centred home and community services, providing dignity and choice for aging at home.

### Values



Respect



Empathy



Quality



Collaboration



Equity



Innovation



## Priority #1



**Evolve programs and services to enable older adults to age with dignity at home and in our communities.**

- Tailor program and service offerings for clients and their caregivers through a person-centred approach.
- Pilot and generate evidence on new and emerging models
- Improve how we engage with clients/caregivers and communicate about our programs and services.



## Priority #2



**Lead as a system partner, innovator, connector, collaborator, and champion to improve the care experiences of older adults in our region.**

- Advocate for equity in the home and community care sector.
- Drive care integration, alignment and quality improvement across the system to improve older adults' care experiences.

## Priority #3



**Enhance operational excellence and efficiency by investing in our people, processes, and technology.**

- Make CHATS an employer of choice where people feel supported to grow and thrive.
- Explore and implement innovative funding, resource sharing and cost-saving models to deliver better care more efficiently.
- Use data and evidence for evidence-informed decision making.

**Enablers**



People



Funding



Technology



Collaboration



Evidence